



COUNTY OF LOS ANGELES CHILD SUPPORT ADVISORY BOARD

Los Angeles County
Board of Supervisors

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2006

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CHILD SUPPORT ADVISORY BOARD MINUTES

February 17, 2005

Present

1st District, George Gliaudys, Jr., Esq.
3rd District, Lucy T. Eisenberg, Esq.
3rd District, Betty Nordwind, Esq.
5th District, Susan Speir

Child Support Services Department,
Philip Browning, Director
CA Department of Child Support Services,
Annette Siler
Superior Court, David Jetton
Chief Information Office,
Janette Parker for Jon Fullinwider
Department of Public Social Services,
Silvia Valencia for Margaret Quinn

Steven Golightly, Chief Deputy Director, CSSD
Lori Cruz, Deputy Director, CSSD
Julie Paik, Deputy Director, CSSD
Gail Juiliano, CSSD

Lisa Garrett, CSSD

Staff

Lee Millen, Board of Supervisors
Twila P. Kerr, Board of Supervisors

CALL TO ORDER

Chair Eisenberg called the meeting to order at 9:39 a.m. at the Sybil Brand meeting room.

BOARD CHAIR'S REPORT

Absent

1st District, Jane Preece, Esq.
2nd District, John Murrell
2nd District, Paula Leftwich
4th District, Jean Cohen
4th District, Maria Tortorelli
5th District, Reginald Brass

Children and Family Services,
Patti Griffin
Franchise Tax Board, Debbie Strong

James Maher, CSSD
Carol Mentell, CSSD
Linda Singleton, CSSD
Georgette McKinney, SEIU Local 660

There was none.

DIRECTOR'S REPORT

Philip Browning, Director, CSSD, reported the following:

- All County Departments submitted their budgets to the CAO's Office this week. In March 2005, all County Departments will meet to review their proposed budgets and the Counties funding expectations. The budget was prepared based on the assumption that CSSD will have the same \$1 million budget as the current year. However, the budget will decrease due to the shortage of \$400,000 of Health Incentive. CSSD is hopeful that the County can again provide \$1 million that translates into \$3 million of available funding;
- Greta Wallace, Director, DCSS, and staff launched a new Strategic Planning "exercise"; and the Federal Office of Child Support has also developed a National Strategic Plan.
- Last week the Child Support Director's Association (CSDA) met with the State to identify accomplishments, and a few previously set goals were deemed no longer critical for the new Plan. Some of the County Directors voiced concerns regarding the lack of resources to support the established goals. An ongoing review of performance by counties will occur to ensure that resources are available to meet identified projections;

In response to Chair Eisenberg, Member Browning noted that in the State's Strategic Plan, Performance and Automation measurements are the two largest measurements slated for change to make them more realistic and that incorporate the QAPI goals.

- Under Strategic Planning, Medical Support will be given a lot more attention at the Federal level. Currently, the State gets paid on five performance measures: current support; arrears; order establishment; paternity establishment and cost effectiveness. The County is concentrating on improving current support and is working on medical support in conjunction with a medical provider who has access to insurance carriers and their data. Data is matched with CSSD to determine if its customers have private insurance. For every welfare recipient identified having private insurance, it saves the State \$1,400 and costs the County only \$25 to ID;
- The Bi-annual Report was distributed this week;
- The current organizational chart outlines the number of staff allocated; CSSD is budgeted for 1,883 staff positions and currently has 1,663 positions filled; organizational changes are in effect to make Current Support a priority;

Chair Eisenberg requested a more accurate organizational chart to address the staffing discrepancies.

- Lori Cruz, Deputy Director, CSSD, reported that AB 252 – Paternity Disestablishment, is in effect as of January 2005, and to date 65 motions are pending and 3 cases are resolved. There is a two-year window of opportunity for the NCP to file for disestablishment, and once the court deems that the NCP is not the father, the CP is contacted to determine whether she can name another father. All staff have been trained, and an explanation of the law has been placed in all waiting areas and noticed on all bills;
- Los Angeles is to transition to the New State Disbursement Unit in March 2006;
- An Employer's Forum is scheduled next week, and several hundred employers have been invited. Employers will be asked to send child support monies to a Sacramento P.O. Box. Past forums have been very successful;
- On March 16th CSSD will hold its Employees Forum for 300 to 400 staff at the Los Angeles County Arboretum;
- A meeting is scheduled this afternoon with Greta Wallace, Director, DCSS, to provide her with input from three Union Stewards and one staff person on their interest in resolving allocation concerns, and to air CSSD's concern on CPR;
- The Call Center office hours have been scaled back to close at 6 p.m. instead of 8:30 p.m.; and
- CSSD's 1-800 phone number is not accessible if calling from a local number, and (323) 890-9800 and the 1-800 nation-wide phone number has been discontinued due to numerous non related inquiries.

DCSS Report to include: budget; discussion of COAP and I-COAP; status of CSAS and State Distribution Unit

Annette Siler, Regional Administrator, DCSS, reported that the Governor's Budget has a \$9 billion gap in revenues and expenditures statewide; consequently, one option used to reduce expenditures was the reduction in most state funded programs. However, DCSS's budget for 2005/06 Fiscal Year shows a significant increase of about \$280 million, or a 20% increase; the majority of the increase is for payment of the Alternative Federal penalty.

In the current Fiscal Year 2004/05, there is no penalty budgeted and the payment of the penalty was moved to the end of the Federal Fiscal Year; this ensures that the penalty is reflected as a State cost for Fiscal Year 2005/06. The budget increase pays \$220 million dollars of the Alternate Federal penalty and the remaining \$65 million dollar increase in the budget is for the statewide project (statewide system/STU).

There is a projected 2% increase in Collections for a total of \$2.4 billion statewide, and 2.3% is expected this current year, or a total of \$80 million.

In retooling COAP, DCSS accepted input from pilot counties and created workgroups to meet in January and February 2005. The workgroup's goal is to look at the program design and make it more user friendly for both the

counties and the customers. Training for the new program will start in June 2005, and statewide implementation is scheduled for July 2005.

DCSS's use of I-COAP (a manual program) has reduced arrears by \$10 million statewide; of this total, \$7 million has been compromised and \$3 million has been scheduled for future payments.

In response to Vice Chair Speir, Ms. Siler noted that DCSS has taken into consideration that a good number of constituents are being denied based on their inability to pay, and a number of payments originate from gifts given by family members.

Ms. Siler explained that CSAS consists of two major components: Child Support Enforcement Systems, (the contract was awarded to IBM in July 2003) and the State Distribution Unit (the contract was awarded to Bank of America in December 2004). Statewide implementation will be divided into two segments (Version I and II). Version I will be implemented in September 2005, with a statewide services database linking all local child support systems. In October 2005, the SDU implementation will begin and Version II will initiate on September 2006, following the counties conversion to SDU. Thereafter, and through 2008, all counties would have been moved from ARS and CSAS to a statewide system.

The SDU implementation is the major local change; Los Angeles County is scheduled to be operational by March 2006. All current IV-D cases and non IV-D wage withholdings go through the SDU to meet Federal requirements; a significant number of new customers are anticipated.

In response to Chair Eisenberg and Vice Chair Speir, Ms. Siler noted that the implementation of CSAS should not have an impact on CP's and NPC's. In the event of a problem with distribution, the State and the Business Center will have a 1-800 customer service number available.

MATTERS NOT ON THE POSTED AGENDA (to be presented and placed on a future agenda)

In response to Chair Eisenberg regarding performance measures improvements and concerns, Gail Juiliano, Chief, QAPI, explained that the amount of child support due has continued to decrease and collections have fluctuated monthly. An analysis to identify the reasons for this fluctuation is underway. Also, Ms. Juiliano noted that the Board previously agreed not to receive the 1257 Report; however, a few will be made available at CSAB meetings.

Chair Eisenberg and Member Gliaudys agreed to look into Interstate concerns and report back to the Board next month. Vice Chair Speir requested that a Sub-Committee review case processing.

Ms. Juiliano agreed to present a Locate update at a future meeting.

PUBLIC COMMENT

There was none.

UPDATE ON CENTRAL INTAKE

Steven Golightly, Chief Deputy Director, CSSD, reported that on November 1, 2004, the Central Intake Division began operations. Staff is centrally located for the purposes of keeping all filings together, and to provide good quality control, adherence to policy, and compliance with Federal and State regulations.

Linda Singleton, Chief, Central Intake (CI), reported that the Division has 45 staff, 27 CSO's, 4 Supervisors, 1 Head and the balance are clerical. CI receives an average of 2000 – 3000 referrals each month from all 24 DPSS Districts and Medi-cal outstations. CI has worked with Co-Locate to redefine what it would be forwarded; as a result, referral applications are more accurate and complete. Also, referrals are date stamped and are 98% accurate, and cases are entered into the system and moved to Divisions with a set 20 day case work timeframe.

In response to Vice Chair Speir, Ms. Singleton explained that two methods are used to verify incomplete information: (1) Reject Method: when CID first began, referrals (CA2.lq's) were being returned to co-locate due to incomplete or insufficient information. This procedure has stopped. Referrals are only rejected due to lack of participant signature or if there is an incomplete NCP's name listed. CID continues to have CSO's conduct telephone interviews with CP's to secure additional information; (2) Locate tools are then used to verify the NCP's residence and/or business address, and Lexus Nexus is searched for support orders. This streamlined process ensures a better work product and a more efficient operation.

The CI's internal goals are: (1) Information accuracy on ARS database; and (2) the ID of Employers to secure earnings. CI serves or sub-serves an average of about 36% of all cases within 30 days of case creation.

In response to Member Nordwind, Ms. Singleton noted that goals are measured through: (1) State Compliance (20 day timeframe); (2) Service (all service/ sub-service), number of cases created on the system, and the timeframe served; and (3) the Number of court order cases.

Ms. Juiliano explained that QAPI can track a random sample of cases each month and follow them through the system to determine the percentages of service. Comparisons can be used to report how long it takes to create a case, its timeframe for summons and complaints to be served, and when Employers are paying on cases.

Member Nordwind requested that QAPI provide a report to the CSAB in

June or July 2005, of preliminary numbers on how the process will impact performance measures. Following discussion, it was agreed that Ms. Juiliano will report back in September 2005.

In response to Vice Chair Speir, Ms. Singleton noted that if the CP previously closed a case and then again opened an application, it would be forwarded to the CI. Staff would identify any reserve order on record, flag the referral, and forward it to enforcement for an order.

Lori Cruz advised that reserve orders are modified and then go to the Divisions. Also, beginning in April 2005, a small unit will begin reviewing all reserve orders received as of November 2004.

Member Nordwind requested an update next month on CSSD's procedure to flag Domestic Violence waivers. Ms. Cruz noted that CSSD's and DPSS's process is not finalized.

Following discussion, Ms. Cruz agreed to provide a written report on CSSD's procedures for Domestic Violence case processing.

FOLLOW-UP AUDIT ON LOCATE

Gail Juiliano briefly reported that a comparative analysis can be conducted by using the same number of cases reviewed by the Auditor Controller's Office and limiting the scope of cases and establishments that were created in December 2003 or January 2004, which remained in a Locate status at the point of review in December 2004. A full report can be presented at the CSAB March meeting.

ORDER CALCULATION STATS

Chair Eisenberg requested an explanation of the significant decline in orders based on earnings as outlined in the monthly Orders Calculations Chart.

Lori Cruz explained how to read the Orders Calculations Chart: Presumed – refers to income that cannot be found, and the income is presumed to be at minimum wage; Other – refers to family law cases that are received; Minimum – indicates that the Locate database contains evidence of minimum wage earnings; Earnings – indicates true and recent evidence of earnings; and Reserved – no dollar amount made, and the court reserves jurisdiction to make a child support order in the future.

The Earnings category on the chart has fallen from 50% in July 2003, to 33% currently. In the past, earnings were used from any time period; this made earnings unenforceable. After modifying the definition of earnings to under 12 months, earnings are considered recent.

In response to Chair Eisenberg, Ms. Cruz noted that Minimum on the Chart

was less than 4% because true evidence of income was found. Chair Eisenberg requested a report on the decline in Minimum from 35% in 2003, to 4% in 2005.

BPR – Decisions on which recommendations will be implemented

Member Browning distributed a “sub-set” of the entire recommendations (copy on file). Upon reviewing the PSI recommendations, it was discovered that many had already been completed and/or incorporated into day-to-day business practices. Of the 15 recommendations listed, many have also been implemented. Julie Paik, Deputy Director, CSSD, was asked to identify the cost analysis for implementation of all recommendations.

In response to Chair Eisenberg, Ms. Paik noted that the new campaign in Division II focused on Current Support. Also, the Encino staff was trained on CWQT and all Divisions will be on CWQT this month.

Member Browning and staff advised that to implement recommendation #3 and #13, the Merlin Software needs to be purchased, to implement #15, DCFS assistance is needed, and for #2, assistance from the Courts and Public Defender is needed.

In response to Member Gliaudys, Ms. Paik explained that numbers are up and a positive trend in all Divisions is anticipated with the use of CWQT.

Chair Eisenberg requested a Commerce Campaign report in six months on the acceleration of wage assignments in Division I.

FOSTER CARE ISSUES

Member Browning reported that scheduled meetings with DCFS are to improve communication on foster care issues. Concerns addressed include whether a social worker is available to work on the case when a child is removed from a home, to determine whether collections continue when a child is in Foster Care, and to address compromised cases. On February 28th, a second meeting is scheduled to address concerns and explain CSSD’s operations.

Chair Eisenberg agreed to put this item on the May agenda for further discussion. Vice Chair Speir and Member Tortorelli are to establish the questions; Member Nordwind will forward her question to Member Tortorelli by May 2005.

WAGE ASSIGNMENT COMMITTEE

Vice Chair Speir provided a written summary of the Wage Assignment Committee’s activities to date (copy on file). She also distributed a statistical breakdown on wage assignments showing that over the last three years the CSSD has mailed an average of 278,000 new wage assignments every year.

However, the number of paying wage assignments during that same timeframe had pretty much stayed at an average of 70,000 paying cases per month.

APPROVE MINUTES OF JANUARY 27, 2005

On motion of Member Nordwind, seconded by Member Gliaudys and unanimously carried, the minutes of January 27, 2005, were approved with the following additions/corrections:

Page 3: 4th Paragraph; refer to AB 47 1752.

Page 5: Under Problem ID; insert as a last paragraph; *Vice Chair Speir reported that her experience with the problem I.D. forms was that it took CSSD an inordinate amount of time to respond on them and that often times the response was not appropriate to the problem that had been submitted.*

Page 6: BPR Adopted Cases; 2nd paragraph, add, *The Case Summary list Chart listed...*; and on the last paragraph, add; *“Vice Chair Speir asked Mr. Doss if there was a more in-depth report indicating various issues identified, and he indicated that there wasn’t.*

ADJOURNMENT

The meeting was adjourned at 12:20 p.m.